



TOWN OF UPTON, MASSACHUSETTS

Technology Committee

Meeting Minutes

Date: February 4, 2021

Location: Remote

A: Call to Order

Having a quorum, the meeting was called to order at 4:04 pm.

B: In Attendance

Committee Members:

- John Bouthiette
- David Brooks, Clerk
- Dominic Coombe
- Steven Rakitin, Chair

- Kelly McElreath, Assistant to the Town Manager, Town Clerk

C: Discussion

1. Review and approve agenda and minutes from January 14, 2021

The committee approved the agenda and the minutes from January 14, 2021. The minutes were approved by unanimous vote.

2. Technology Committee Mission Statement

The committee reviewed mission statements issued by other towns in Massachusetts. The committee agreed that, as the town does not have a dedicated Technology department, the limited scope of the Town of Grafton's statement is an appropriate model, with a single word change. A motion was made and seconded, and passed by unanimous vote, to adopt the following wording and have it posted on the town's website.

The mission of the Committee is to advise the Town Manager, the Board of Selectmen and the Town on all aspects of information technology, and to proactively lead the Town in developing and implementing an information technology strategy.

The committee understands that the term "Town Manager" should include his designee.

3. Retrofit Update

Kelly reported on Retrofit personnel changes. Jeremy Kurtz, the recently appointed account manager, has left the company. Our new contact is Alex McCormick. Day-to-day operations remain

acceptable, with regular visits from Ramon , and the customer satisfaction contact (Sue Braney) is working fairly well but could be better. We expressed concern about the company's stability. It has a new CEO, Jacqueline Lawlor. Kelly will invite Retrofit to provide an org chart and attend our next meeting to clarify their organization and reassure us as to their stability. As far as know at the time of the meeting, the key personnel are:

- Josh – Engineering Manager
- Ramon – onsite support, weekly visits
- Alex McCormick – sales
- Susan Braney – customer satisfaction

[Subsequent to the meeting, Kelly provided details for five of our contacts]. Alex and Sue are on a bi-weekly call with Kelly.

The committee agreed we will keep working with them but be prepared with a backup plan in case there are serious difficulties on either side.

Kelly will get insights from her colleagues in Dudley and Brewster, who are Retrofit customers, to assess their view of service level. Kelly also reported that Retrofit is an IT vendor for the State and has performed IT checkups for other municipalities.

We are expecting a modified quote for a the Office 365 transition plan and warranty extension for the Town Hall server (FY23 funding).

David will clarify the outstanding asks “Breakout of the true patch failure rate”; “Time to Close data for trouble tickets” by Monday, for Kelly to review with Retrofit.

The committee reviewed the Fire Station server quote of \$12,783.33. Two concerns were raised by members: 1) why are there two power cords but only one power supply, and is the power supply really adequate 2) does installation line item includes data migration. Kelly will clarify with Retrofit.

4. Office 365 quote and transition plan

The Office 365 discussion was partly embedded in our review of Retrofit. We are waiting for Alex at Retrofit to produce a scope document, and Dominic C will review their plan and migration strategy. Brewster and Dudley have done the transition with CARES Act funding. Kelly is in contact with the Brewster IT director; but the only Dudley contact is with the Town Accountant.

5. Five-year Plan

Kelly will ask Retrofit for their 5-year plan. John will flesh out the 2019-2024 plan outline, and will accept suggestions from the rest of the committee.

One unaddressed issue is that, as we move to laptops, some people have multiple devices. This suggests that we need a better record of the town's IT assets, to the extent of tagging and logging town-owned devices. We also need to apply device encryption more consistently. The 5-year plan should address this. Kelly will send John B a current asset list.

6. Review of remaining action items from Jan 14 meeting

Kelly shared an emergency plan template and will work with other towns (including Brewster) to produce a more detailed plan. Some outstanding action items, of lower priority, are still impacted by the Retrofit changes.

7. Future Topics

David B brought up the website design and especially its interaction with social media. Kelly pointed out that the E-Alerts feature allows anyone to subscribe to the news feed and to other feeds, including emergency alerts. Copying the news feed to the town's twitter account (which has 766 followers) is manual and occasional. We agreed to discuss social media policy at a future date.

8. Other topics not reasonably anticipated by the Chair 48 hours in advance

1. Steve R suggests we pick areas of interest to work on, and report back from time to time. Based on previously expressed areas of interest and expertise, the initial list is:

| | |
|-------------------------------|------------------|
| 5-year-plan | John B |
| Office 365 | Dominic C |
| Metrics (Retrofit and others) | David B |
| Social Media | Steve R; David B |

2. Steve R recently attended a Community Center building committee meeting. Several IT needs came up and the committee may want to be aware of and advise on them. Steve discussed them in some detail and will forward his notes to the committee. Some topics of interest are:
 - Library requirements including access points
 - Flat screen locations and types
 - Security access (presumably by the town's key-fobs) and monitoring
 - VOIP system

Retrofit will investigate connections with the town server. All the above must be budgeted for the building's needs and form part of the 5-year plan.

9. Public Comment

No members of the public were present.

D: Committee Actions and Action Items

1. A motion was made and seconded to approve Meeting Minutes of January 14, 2021. Approved by unanimous vote.
2. A Mission Statement was reviewed; adoption was moved and seconded, and approved by unanimous vote. Kelly M to post it on the town website.
3. Kelly will clarify the Fire Station server issues concerning power supply and transition details.
4. Kelly will invite Retrofit to provide an up-to-date organization chart and talk about their new personnel structure.

5. David B will clarify the two outstanding Retrofit questions.
6. Kelly will contact Brewster for insights on Retrofit and on Office 365 transition.
7. Dominic C will review the Retrofit Office 365 plan.
8. Kelly will get a 5-year plan from Retrofit, and John B will review it, and flesh out our existing plan with help from the committee.
9. Kelly will provide John B with a current asset list.
10. Steve R will forward his notes from the building committee meeting (in a form suitable for storing with these minutes or by reference).

E: Next Meeting

The next committee meeting is scheduled for March 3, 2021, at 4 pm. Potential agenda items are listed in Action Items above.

F: Meeting Adjourned

Upon unanimous vote, the meeting was adjourned at 5:20 pm.

Respectfully submitted

David Brooks
Clerk